

Rashida Ali

UI/ UX DESIGN

HealingHands
Mobile Application



HEALINGHANDS MENTAL HEALTH CARE APPLICATION (NON-PROFIT)

HealingHands - Mental health care application (Non-Profit)
HealingHands is a free mental healthcare application for anyone who is suffering through mental issues in daily life, these issues include Anxiety, Stress, Depression, Obsessive Compulsive Disorder, Post-Traumatic Stress Disorder, etc. The application includes various Mental health quiz to diagnose users condition, Discussion forums that connect you to our mental health community, Mental health tools to cope from daily life problems and option to book appointments with our suggested experts (HealingHands does not take any cut from the expert's fees)



HealingHands

PROBLEM

There is no mental health application in the market that can cater the needs of people suffering from various mental health conditions at one place.

GOAL

Our goal is to create an organized all inclusive, free mental health care app for everyone who is struggling through various mental health issues and can't seek out professional help due to social stigma/ embarrassment/ expensive treatments/accessibility/less awareness. This application aims at providing information, detecting illness, suggesting ways to tackle, early intervention and prevention of mental health disorders, all through one organized application.

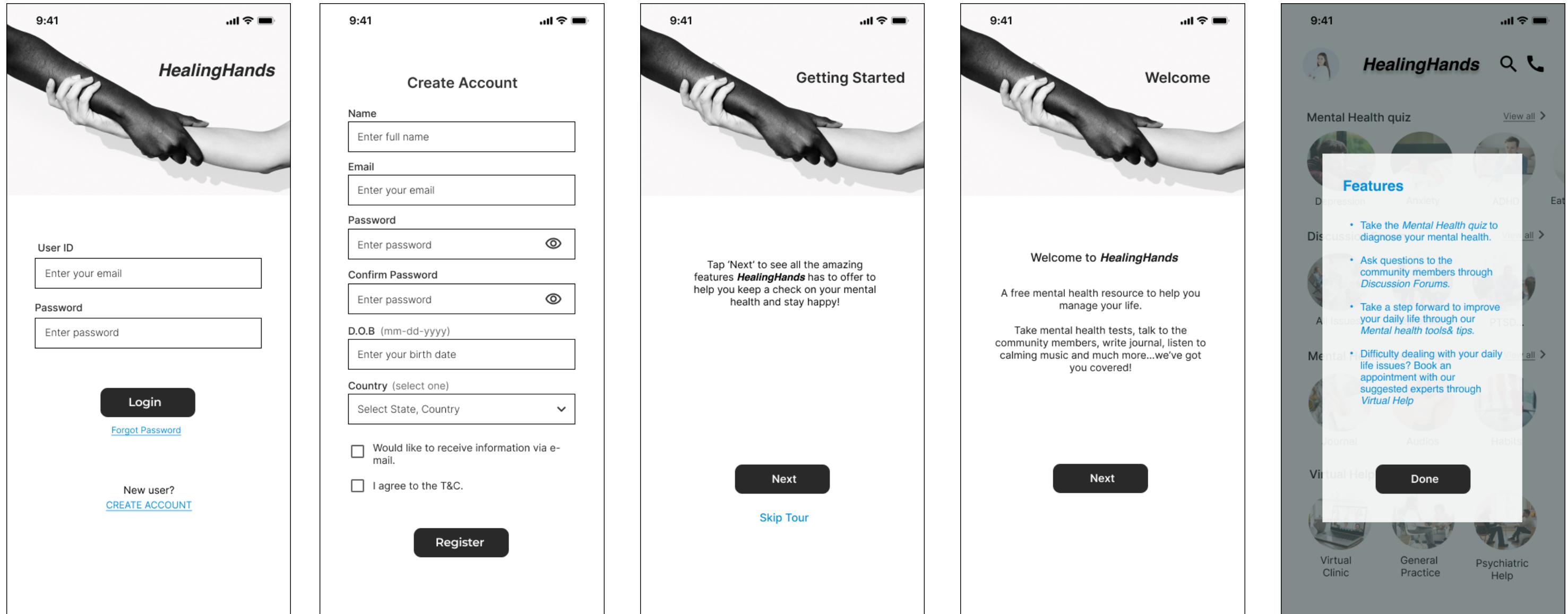
ACTIONS

The plan was to create an application that was:
Functional- Works as programmed
Reliable- Is accurate
Usable- Can be used without any difficulty
Convenient- Contains everything at one place
Pleasurable- Simple, clean and organized layout
Meaningful- User can personally relate
I opted for heavy research combined with rapid sketching, digitalizing the wireframes, taking feedback and prototyping. As design is an iterative process, a lot of changes were made after prototyping as well.

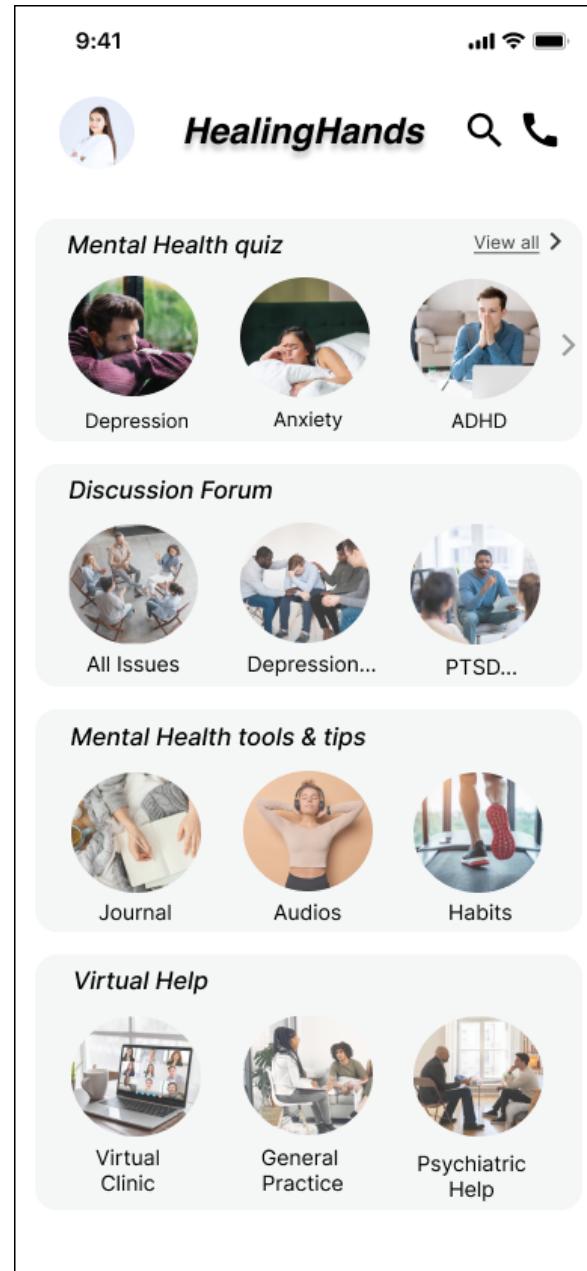
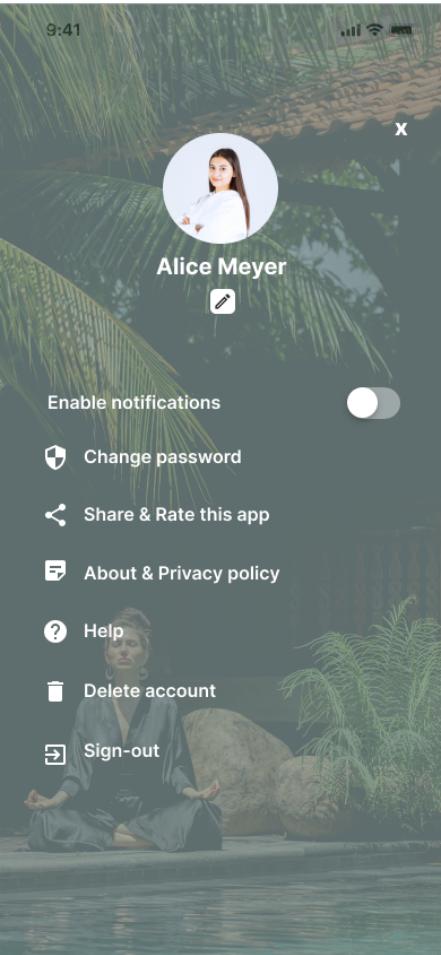
Tools used: -

Wireframing and prototyping- Figma

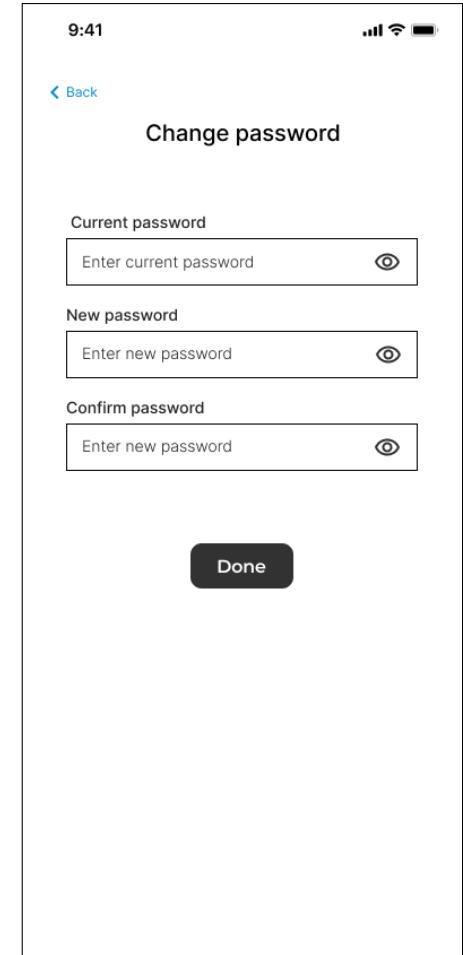
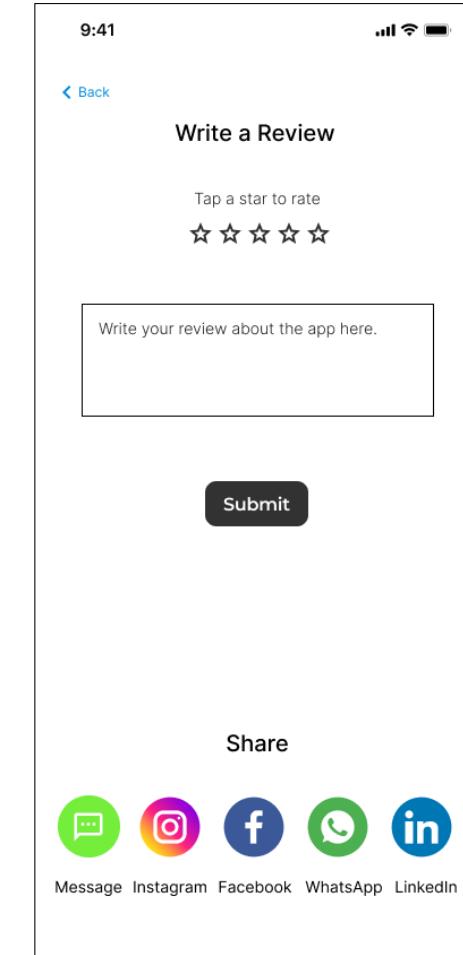
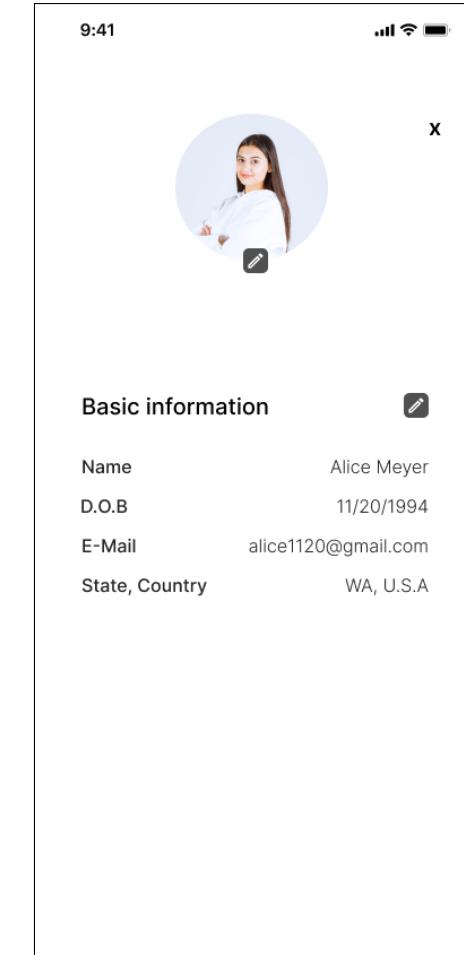
User On-boarding



Home Screen



Account Settings



Mental Health Quiz

Mental Health quiz

[View all >](#)

 Depression

 Anxiety

 ADHD

9:41 **HealingHands**  

[Mental health quiz](#)

Depression

This is a 9 question test for diagnosing, monitoring and measuring the severity of depression.

Over the last two weeks, how often have you been bothered by any of the following problems?

[Start quiz](#)

9:41 **HealingHands**  

[Depression](#)

1. Little interest or pleasure in doing things?

- Not at all
- Several days
- More than half the days
- Nearly every day

2. Feeling down, depressed, or hopeless?

- Not at all
- Several days
- More than half the days
- Nearly every day

[Next >](#)

9:41 **HealingHands**  

[Depression](#)

3. Trouble falling or staying asleep, or sleeping too much?

- Not at all
- Several days
- More than half the days
- Nearly every day

4. Feeling tired or having little energy?

- Not at all
- Several days
- More than half the days
- Nearly every day

[Next >](#)

9:41 **HealingHands**  

[Depression](#)

5. Poor appetite or overeating?

- Not at all
- Several days
- More than half the days
- Nearly every day

6. Feeling bad about yourself - or that you are a failure or have let yourself or your family down?

- Not at all
- Several days
- More than half the days
- Nearly every day

[Next >](#)

9:41 **HealingHands**  

[Depression](#)

7. Trouble concentrating on things, such as reading the newspaper or watching television?

- Not at all
- Several days
- More than half the days
- Nearly every day

8. Moving or speaking so slowly that other people could have noticed? Or the opposite - being so fidgety or restless that you have been moving around a lot more than usual?

- Not at all
- Several days
- More than half the days
- Nearly every day

[Next >](#)

9:41 **HealingHands**  

[Depression](#)

9. Thoughts that you would be better off dead, or of hurting yourself in some way?

- Not at all
- Several days
- More than half the days
- Nearly every day

[Submit](#)

9:41 **HealingHands**  

[Depression](#)

[View all quiz](#)

Results

Total = /27

Depression Severity:
0-4 none, 5-9 mild, 10-14 moderate,
15-19 moderately severe, 20-27 severe.

[Take the test again](#)

[Done](#)

[Read about Depression](#)

9:41 **HealingHands**  

[Depression](#)

What is Depression?

The word depressed is a common everyday word. People might say "I'm depressed" when in fact they mean "I'm fed up because I've had a row, or failed an exam, or lost my job", etc. These ups and downs of life are common and normal. Most people recover quite quickly. True, clinical depression is a mood disorder, which means you have mood and other symptoms each day for at least two weeks. Symptoms can also become severe enough to interfere with normal day-to-day activities.

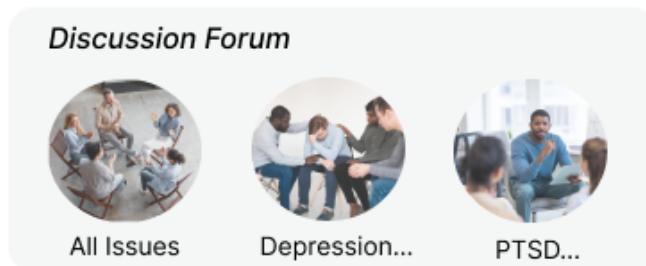
Depression symptoms

Many people know when they are depressed. However, some people do not realize when they are depressed. They may know that they are not right and are not functioning well but don't know why. Some people might think that they have a physical illness - for example, if they lose weight. However physical symptoms can be caused by depression.

There is a set of symptoms that are associated with depression and help to clarify the diagnosis. Signs and symptoms of depression include:

- Persistent sadness or low mood. This may be with, or without, a tendency to cry.
- Marked loss of interest or pleasure in activities, even for activities that you normally enjoy. Other common symptoms
- Disturbed sleep compared with your usual pattern. This may be difficulty in getting off to sleep, or waking early and being unable to get back to sleep. Sometimes it is sleeping too much.
- Change in appetite. This is often a poor appetite and weight loss. Sometimes the reverse happens with weight gain and weight loss.

Discussion Forum



9:41

HealingHands

[Back](#) Discussion forum

[Create post](#)

Latest posts

Ron 10 mins ago
Does anyone else struggle with travel anxiety??? I am going to New Orleans and can't stop panicking!

Max 26 mins ago
I have a problem with separation and anxiety, if my GF goes away on a holiday, it makes me extremely anxious, how do I cope with this?

Nidhi 55 mins ago
I keep putting myself in vulnerable situations and it's really affecting my studies and relationship. What do I do??

Will 10 mins ago

9:41

HealingHands

[Back](#) Discussion forum

Create new post

1000 words left

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123 space Go

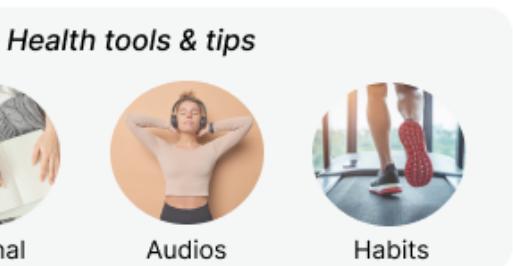
9:41

HealingHands

[Back](#) Thought journal

Create new entry

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M
123 space Go



9:41

HealingHands

[Back](#) Journal entries

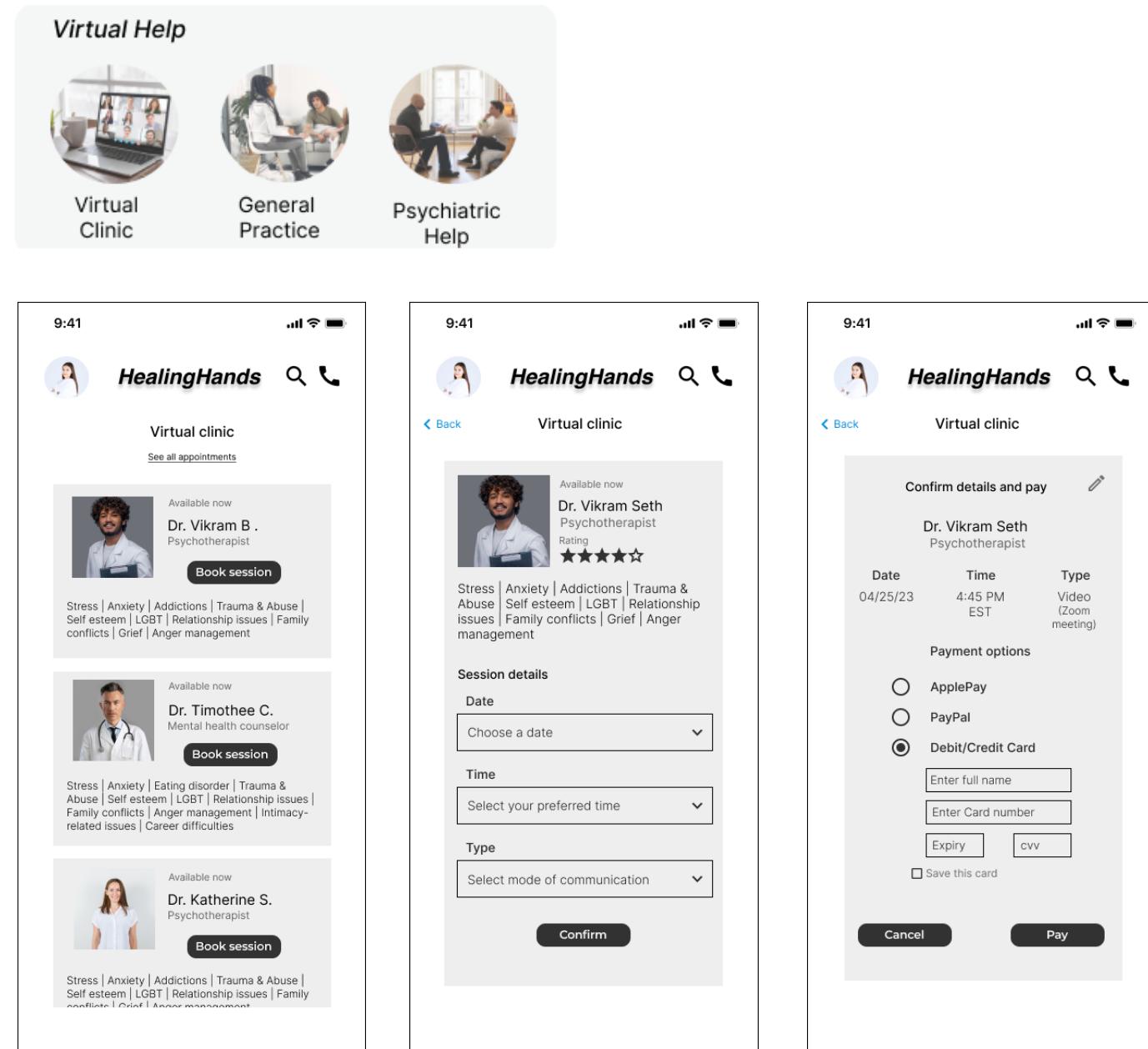
My entries

02/02/23
Last week has been hard for me with changing home and all the moving. Hope to stay positive.

01/23/23
Today was a good day, meeting old friends is always a good idea! I feel I should do this more often.

12/08/22
Feeling low today...all my friends are getting job offers except for me..I don't understand what went wrong with my interviews and how can I do better in this pressure.

Virtual Help



RESULT

The result is an application prototype that provides multiple features at one place to its users.

The application received a positive feedback with easy to navigate interface, clean, simple and well organized layout, use of icons and images for easy discoverability, pleasant aesthetics and smooth transitions.

LESSON LEARNED

My initial motivation for this application were some university students who could not afford to go to a therapist on a regular basis and were embarrassed to talk about it to their family or friends because of the stigma attached to mental health conditions, with a lot of different apps on AppStore focusing on single problem they felt confused and helpless.

After researching in this area I realized: -

- There is a need for a mental health app in the market catering the needs of people with different types of mental health conditions and try to accommodate as many features as possible to eliminate the confusion of using multiple apps for different conditions.
- It's not just students, every person at some point of time in their life suffer from a mental illness which shouldn't come at such high cost, so I changed the application(previously free only to students) to free and accessible to all.

I will be taking feedback and iterating the application for better user experience.

Rashida Ali

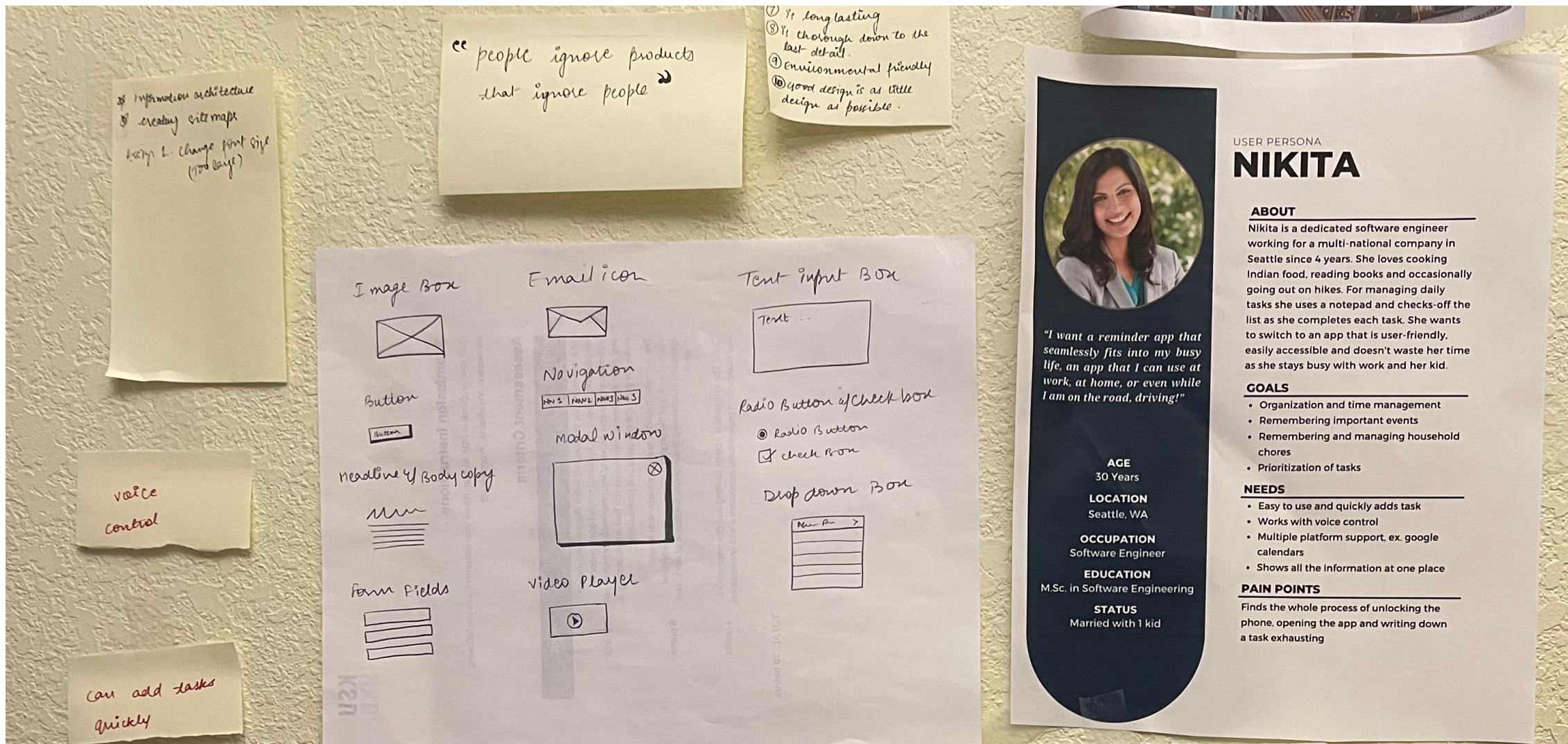
UI/ UX DESIGN CASE STUDY

Reminder/ To-do List
Mobile Application

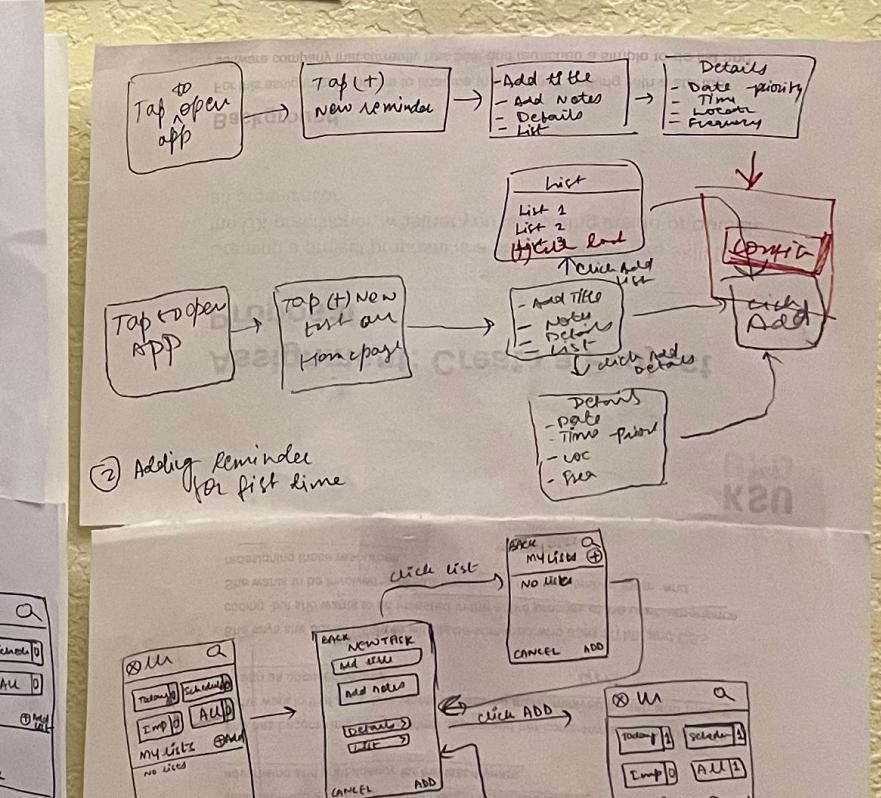
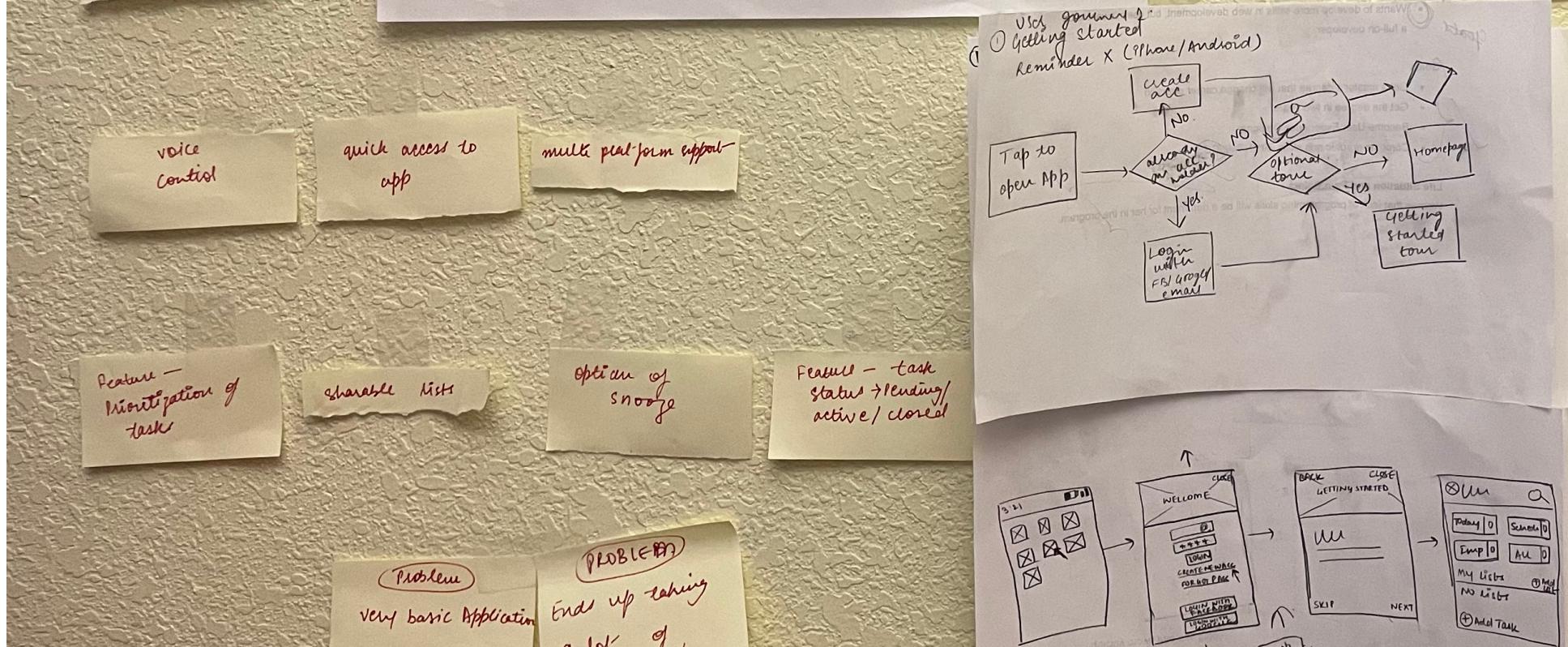
Reminder X
Reminder X
Reminder X
Reminder X
Reminder X
Reminder X
Reminder X

The objective of this project is to redesign ReminderX, a “To-Do” list and reminder application into a user-friendly and more advanced version that meets the needs of its users and attracts more customers by standing-out amongst its competitors. In order to achieve this vision, we will be conducting user research interviews to determine the needs and pain points of the potential users. By analyzing the results from these interviews, we will be creating a user persona, which will help us empathize with our users and guide us in the next phase of our redesigning journey.

		Write a Status Update Week 4	5	
5	11/14 – 11/20	Group Discussion for Designing, Critiquing, and Iterating: Feedback	4	Thu 11/17
		Designing, Critiquing, and Iterating: Final Sketches	8	Sun 11/20
		Write a Status Update Week 5	5	
Thanksgiving Week 11/21 – 11/27				
6	11/28 – 12/4	Iterating Into Digital	20	Sum 12/4
		Write a Status Update Week 6	5	
7	12/5 – 12/11	Group Discussion: What Onboarding Pattern?	5	Initial post due Thu 8 Replies due Sun 12/11
		Create Portfolio	5	Sun 12/11
		Total	140	



- Getting started
 - Workflow
 - Wireframe
- Adding 2nd reminder
 - work - wire
- Edit last existing reminder
- Create list of share file



Project Proposal

BACKGROUND

ReminderX is a simple “to-do” list and reminder application, compatible with iOS and Android which simplifies organization needs. To determine the next steps in ReminderX’s journey, its stakeholders want to ascertain what users to focus on, problems/hindrances, and how to solve them.

This Project proposal is for ReminderX’s stakeholders by Rashida Ali. The project is designed to gain product insights from target users through user research, creating design alternatives to solve the problem statement and deliver the finest results through our user experience services.

GOALS

Help the client determine product direction by providing useful information and insights through UX work by answering the questions of: -

- Which users to focus on, by conducting user research
- What problems need to be solved, by analyzing user research results to determine user’s pain points, areas of dissatisfaction and moments of pleasure
- How to solve those problems by designing alternatives and providing feedback

ACTIVITIES

- Conducting user research to ascertain target users, their needs, pain points, satisfaction/dissatisfaction
- Creating low-fidelity designs (workflows, wireframes) for the app
- Revising design on the basis of feedback and critique from team mates
- Creating a detailed digital mock-up of the final design

DELIVERABLES

- Analysis of user research data in the form of a short report
- Small updates to keep the stakeholders posted with the progress of the project
- A detailed, real-life digital design after critique and feedback

User Research Brief

RESEARCH APPROACH

ReminderX's user research was conducted in the form of one-on-one in person/on call interviews with four participants from various backgrounds ranging from students to software engineers. The motive of conducting an interview was to make participants feel comfortable and get their unbiased candid responses, attitudes towards using a To-Do and reminder application, the shortcomings in their current application (if they are already a user), and their needs as potential users.

FINDINGS AND RECOMMENDATIONS

After reviewing the research results and grouping the related data, we synthesized that 75% of the potential users find it difficult to access the To-Do application every day and find it easier to use a notepad and tick-off tasks done as it gives them a feeling of accomplishment and is a smoother experience.

In order to meet the needs of our target users these are some suggestions:

- Easy to use interface which can quickly add tasks with fewer clicks and has an optional app navigation tour to accustom the first time user
- Option to enable voice control so that users can add tasks and reminders without even touching the phone which eliminates the difficulty of access
- Home page with presents all the lists at one place for easier navigation
- Categorization of tasks according to due dates and option to set priority levels
- Integrates with other calendars and sharable lists

USER RESEARCH HIGHLIGHTS

- Eliminate the difficulty of access /use of the application by creating an easy to use interface and flow to allow the user to quickly add task with fewer clicks
- Provide users with the option to enable voice control to add reminders anytime/ anywhere
- Easier navigation can be achieved through providing all the useful information at one place
- Share lists with family or colleagues through "Share List" option
- Integration of the application with other calendars

DESIGN TENETS

Minimalist aesthetic- Visually clean, easy to navigate and clutter free for daily use and focuses on functionality

Inclusive- Our design need to cater the needs of people from all age groups and various backgrounds

Clarity- Symbols, elements and features are intuitive and recognizable for the user

Easy to use- Main purpose of the design is to help people complete tasks with ease and as little friction as possible.

Easy accessibility- Everyone can access the application via touch or voice control

SUGGESTED ON-BOARDING PATTERN

For ReminderX, Interactive guide/Walkthrough tour would be appropriate as it would give the users a hands-on experience which creates a huge impact as users don't just watch, they do! This pattern of on-boarding helps users learn better and feel included which makes their whole on-boarding process much memorable. Users also get the option of skipping the tour and taking it later, which is important as a new user always wants to see the app first

USER PERSONA



Nikita

“

I want a reminder app that seamlessly fits into my busy life, an app that I can use at work, at home or even while I am on the road, driving!”

Software Engineer
M.Sc. Software Engineering
Seattle WA
Married
Mother of 1
30 yrs old

ABOUT

Nikita is a dedicated software engineer working for a multi-national company in Seattle WA since 4 years. She loves cooking Indian food, reading books and occasionally going out on hikes. For managing daily tasks she uses a notepad and checks-off the list as she completes each task. She wants to switch to an app that is user friendly, easily accessible and doesn't waste her time as she stays busy with her work and her kid.

GOALS

- Organization and time management
- Remembering important events
- Remembering and managing household chores
- Prioritization of tasks

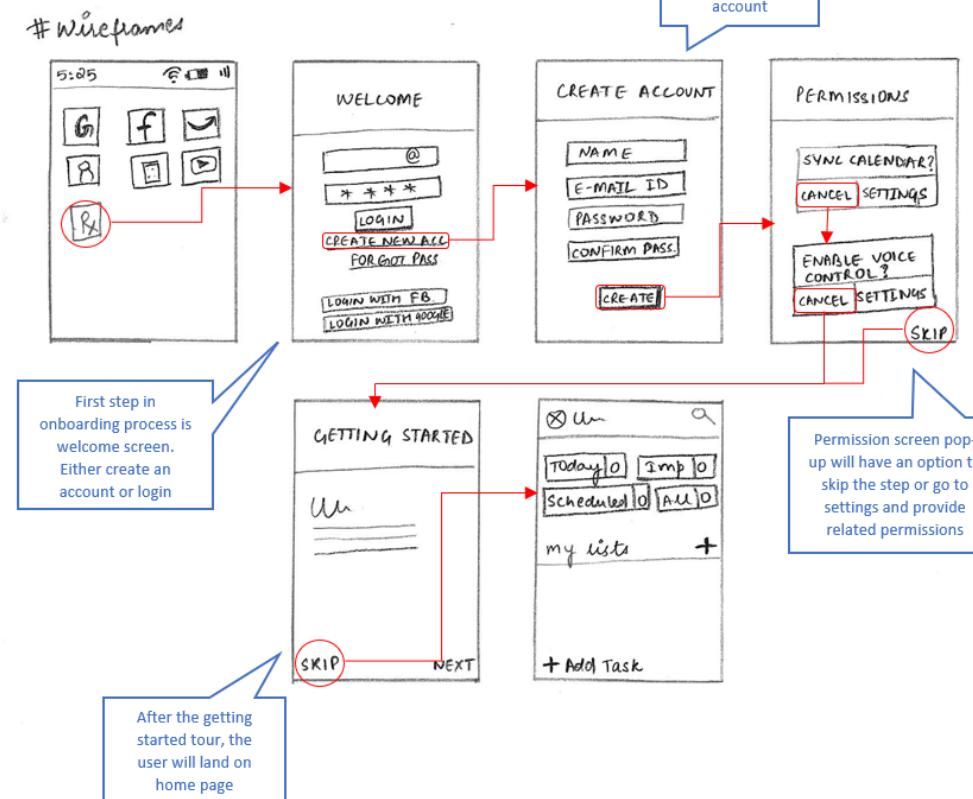
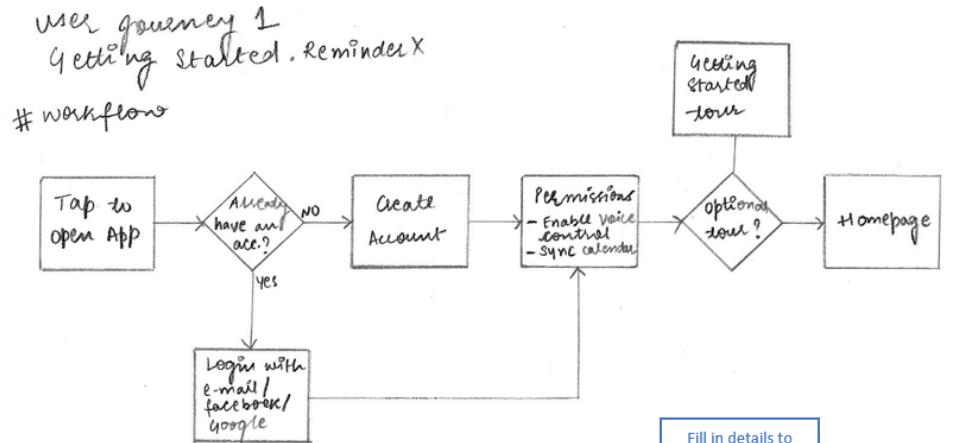
NEEDS

- Easy to use, can quickly add a task
- Has voice control
- Multiple platform support, ex. Google Calendar
- Shows all the information in one place

PAIN POINTS

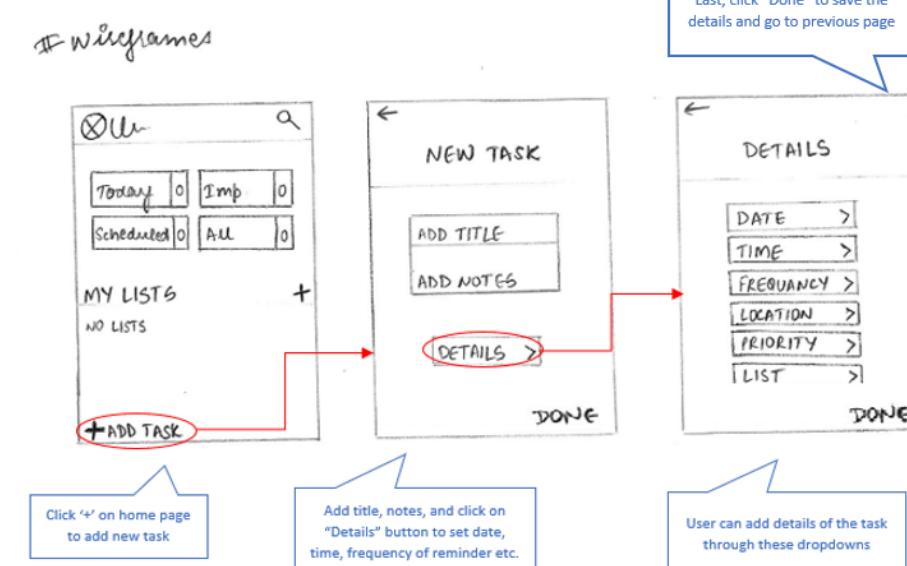
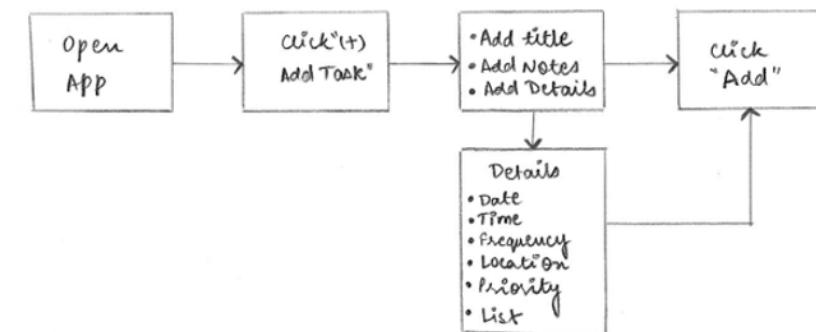
Finds the whole process of unlocking her phone, opening an app and writing down a task exhausting

Lo-fi Workflows and Wireframes



User journey 2
Add a reminder/task. ReminderX mobile App.

workflow

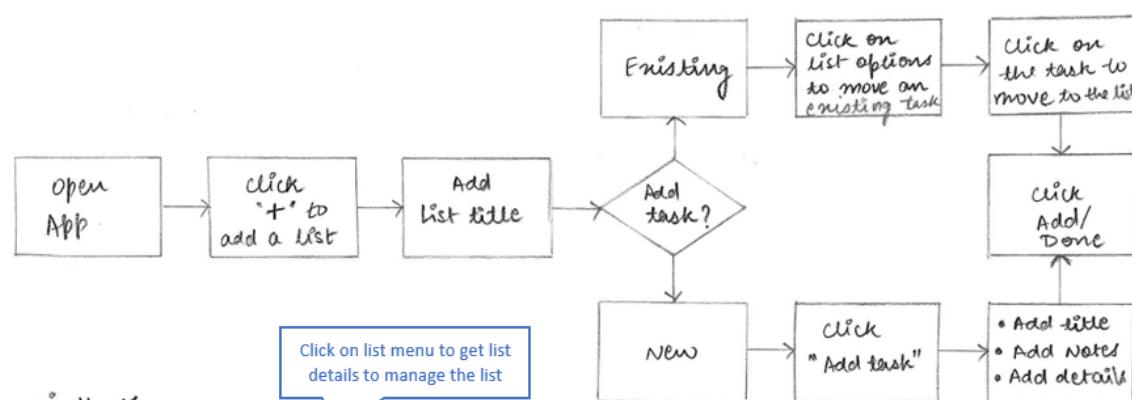


Adding a new task/ Reminder

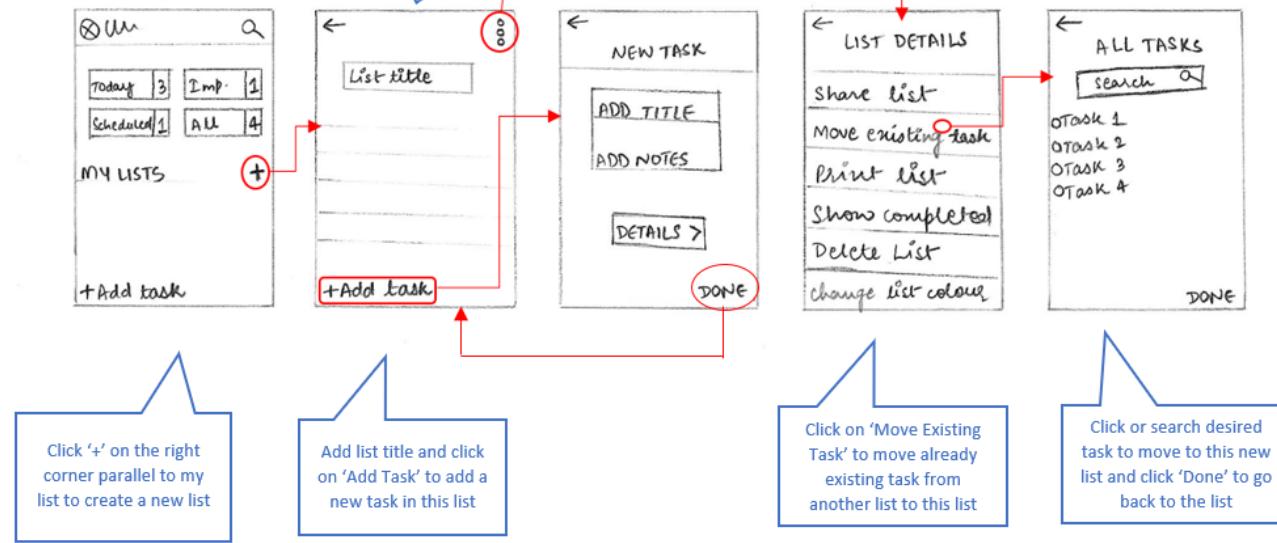
Getting started/ On-boarding

User journey 3
Create new list. ReminderX mobile App.

workflow



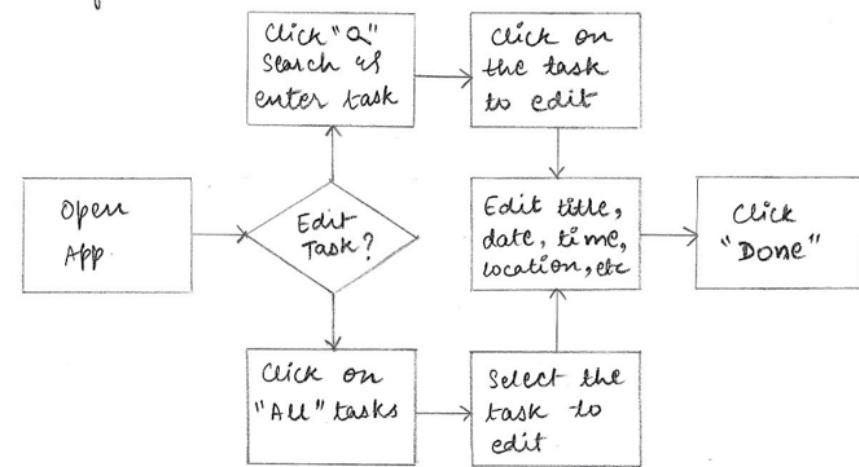
wireflows



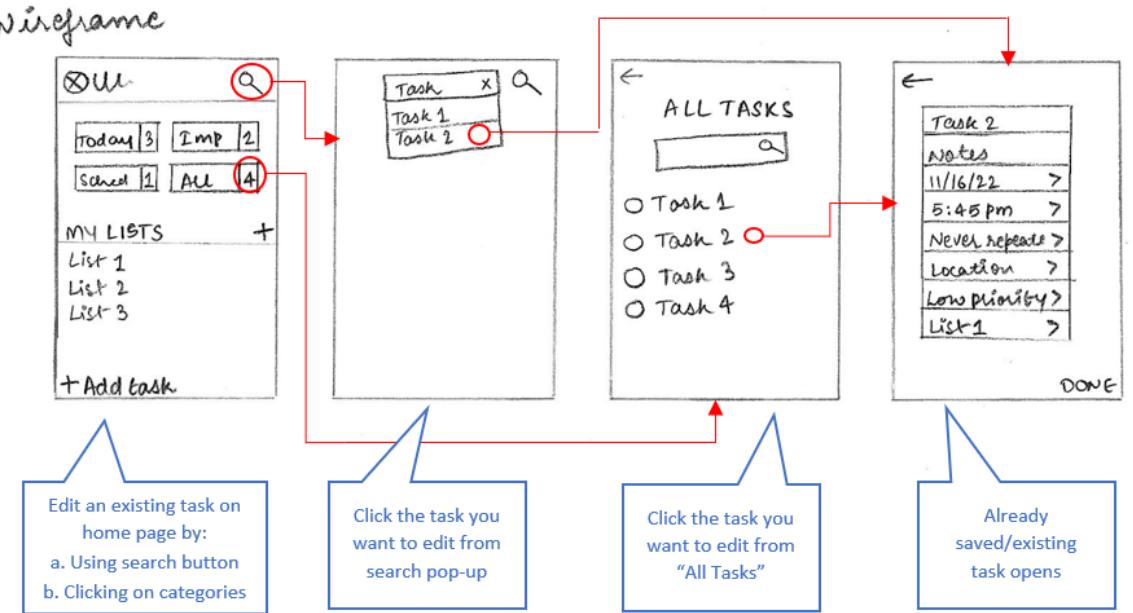
Creating a new list

User journey 4
Edit existing task. ReminderX mobile App.

workflow

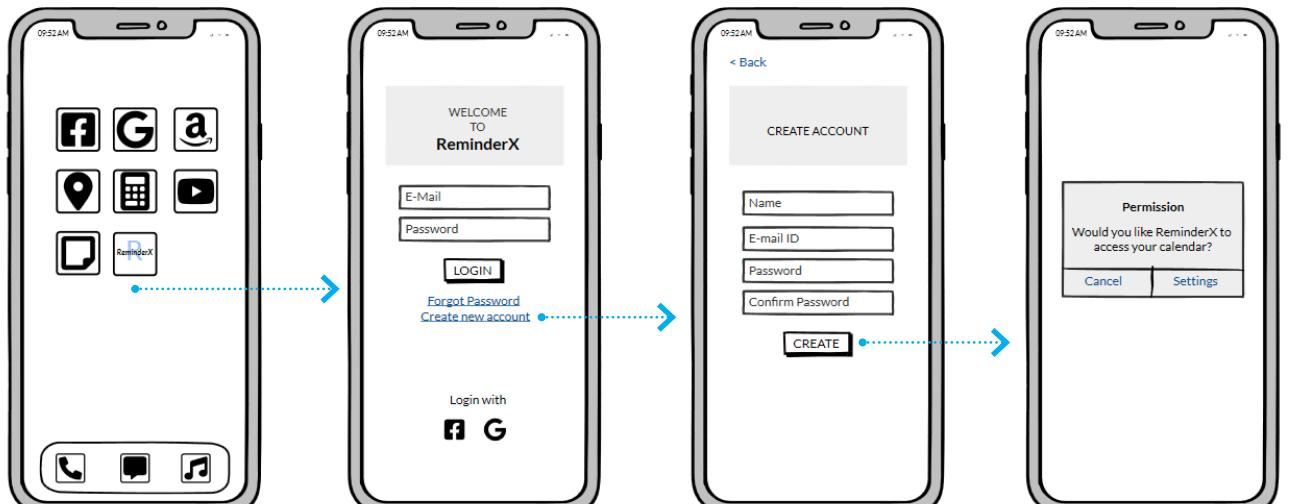


wireframe



Editing an existing task

Digital Wireframes



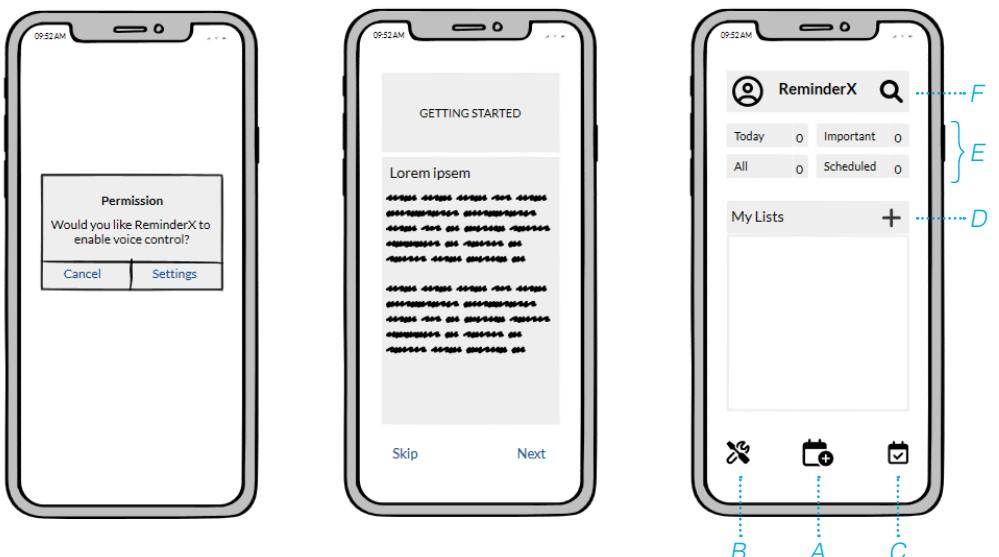
Open ReminderX app

**Login with existing/
Facebook/ Google
account or create a new
one**

Create account
Enter details to get started

**Permission pop-up to
access calender will
appear**

These settings can also be
changed later in the app

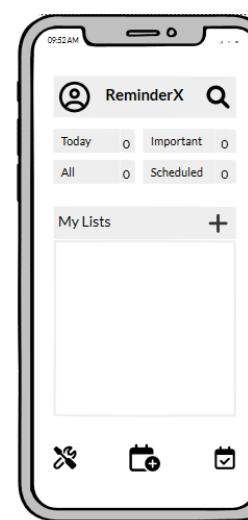


**Permission pop-up to
enable voice control will
appear**

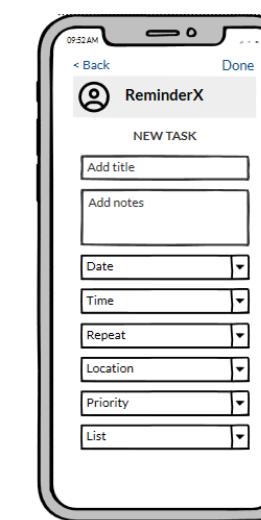
Optional Tour page
User will get to know
the features of this app
through this to, option to
'skip' and see later for
smooth user flow

Homepage
A Add task/reminder
B App Settings
C Show Completed task
D Add new list
E Categories
F Search

On-Boarding Experience

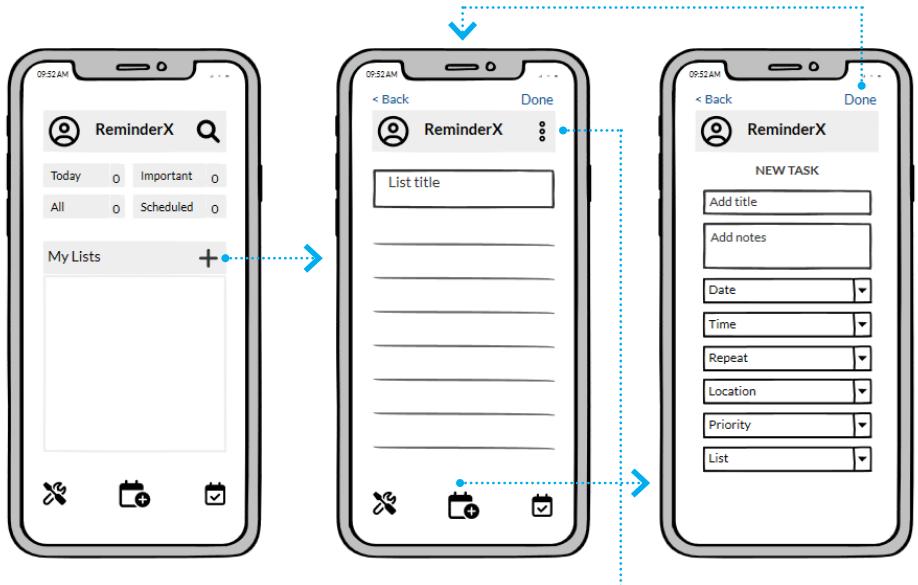


Home Page
Tap (+) to add new task

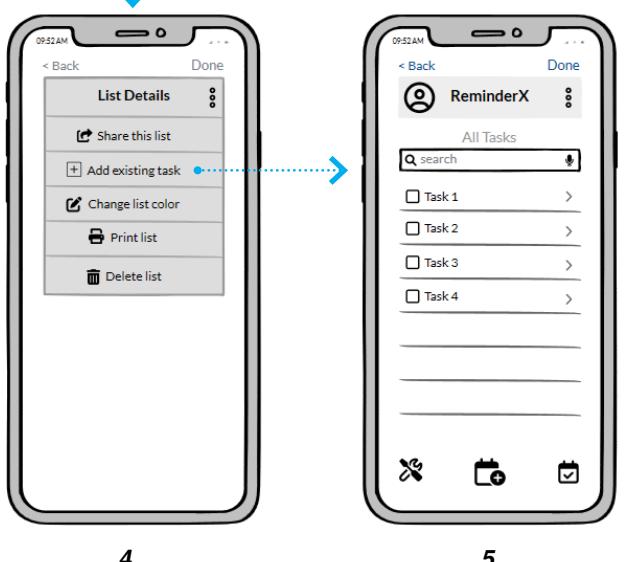


Add details to new task
Add title, additional space
for notes, drop down
menu to set date, time,
reputation, etc.
Tap 'Done' to save the task

Adding a task



1 2 3



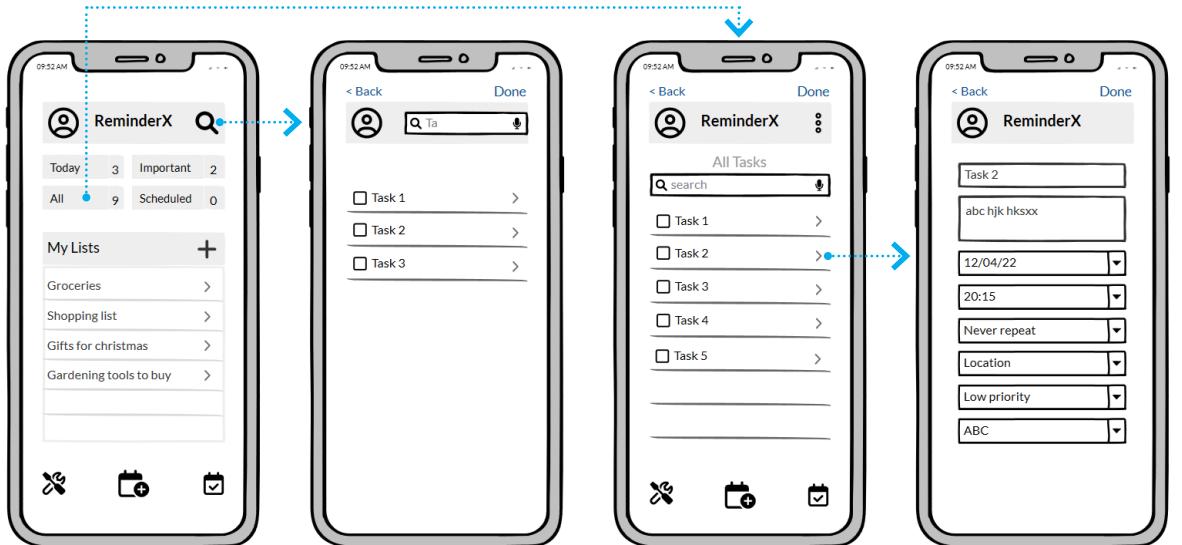
4 List details pop-up

User can edit the existing task by either searching by task name in the search bar or for the Categories/ My lists

5 All tasks

User can select or search the task from 'All tasks' to move to the list

Creating a new list



Homepage

User can edit the existing task by either searching by task name in the search bar or for the Categories/ My lists

Search

Search the task using voice control or by typing task name

All tasks

Select the task to be edited from 'All tasks'

Task details

Edit the task details of the selected task through the drop-down options and tap 'Done' to save the changes

Editing an existing task

